

*Medi-Cal Management Information
System and Decision Support System
(MIS/DSS)*

Production Processes



March 16, 2001

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1 Introduction

Ongoing support of the MIS/DSS production environment is a function of many interconnected processes performed by staff with a variety of skill sets. Performing regular MIS and DSS database updates, implementing changes in support of user needs and Federal or State mandates, and operational support of the technical infrastructure (workstations, servers, telecommunications) must be performed while minimizing the impact to the end user community. This document contains standards, guidelines and processes that provide detailed support to the individuals that perform this work.

1.1 Document Organization

Processes have been grouped together according to the following high-level categorization:

Daily Processes:

Processes that are performed each day are included here.

Ongoing Processes:

Processes that are repeated often but not necessarily on a daily basis are included here.

Monthly Processes:

Processes that are repeated on a monthly iterative cycle are included here. These processes comprise the majority of the overall activity related to the MIS/DSS. Steps contained within these processes may occur repeatedly throughout each month but each is an integral component leading to a successful update to the MIS/DSS. The variances in process to support a two-month update are noted within the respective monthly process.

Annual Processes:

Processes that are repeated annually are included here.

Ad Hoc Processes:

Processes that are not on a repetitive cycle but are performed on an as needed basis are included here.

Standards:

Though Standards are not processes, the definition and adherence to standards provides consistency in overall program code structure, naming conventions, and related activities. Standards associated with writing COBOL code and Job Control Language (JCL) are included here.

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Technical Reference Guides:

Technical reference guides are referred to from within many of the processes included within this documentation. These are standard guides published by MEDSTAT for all customers. These guides are provided as separate volumes to this process documentation publication.

1.2 How Do the Processes Interrelate?

There are over 40 processes, standards and guides included within this document. To fully understand each individual process one must understand how each process interrelates with the other. The flow chart below presents the logical order of process execution. Color-coding indicates the frequency of process execution. Through this visual depiction, precedents are also noted. While these flow charts portray logical sequence and relationships at a high level, there are additional process overlaps that cannot be reasonably portrayed in a summary level chart.

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1.3 Outline of Each Process

Each process contains the following sections:

Overview:

A brief summary of the process in either written format or in the format of a flow chart.

Purpose:

A brief explanation of the need for the process.

Scope:

A brief definition as to what is included (and not included where this adds clarity) within the process.

Responsibility and Enforcement:

A brief description of whom, indicated by project position, is responsible for enforcing the execution of activities according to the defined process.

General Considerations:

A brief description of suggestions and considerations that may not naturally fit into other sections of the process or that are applicable to the overall process.

Skill Requirements:

A brief description of useful skills that an individual assigned to perform the process should possess.

Entry Criteria:

A list of conditions and activities required prior to execution of the process.

Procedure Steps:

A detailed description of the steps necessary to complete the process.

Exit Criteria:

A list of deliverables or completed tasks that together indicate completion of the process.

Forms and Subject Examples:

Examples of forms referenced within the process description.

Reference Material:

A list or bibliography of other documents or research material related to the process.

History:

A list of changes made to the procedure. This list includes the Revision Date, Author of Change, and Change Description.

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1.4 Ongoing Maintenance of Process Documentation

MEDSTAT staff maintain these processes. A member of the MEDSTAT MIS/DSS project team has been assigned to each process. This individual is called the ‘process owner’. The process owner is responsible for ensuring that process execution adheres to the written procedure. When there is a variance, process conformance is enforced as follows:

- The process owner conducts a refresher review of the written process with those executing it to enable conformance; or
- The process is enhanced to conform to an improved approach.

The MIS/DSS process documentation has not been incorporated into the formal change control process used for other change within the project. Instead, the process owner works with the manager responsible for the staff members who execute the process and determines the appropriate action—modify the process or modify the process documentation. Every six months, MEDSTAT will conduct a review of process execution versus process documentation. Appropriate adjustments will be made. A process change history is maintained and included at the end of each documented process. For now, this informal approach to process maintenance is sufficient. Once the project nears formal turnover from MEDSTAT, placing this documentation under formal change control may be justified.